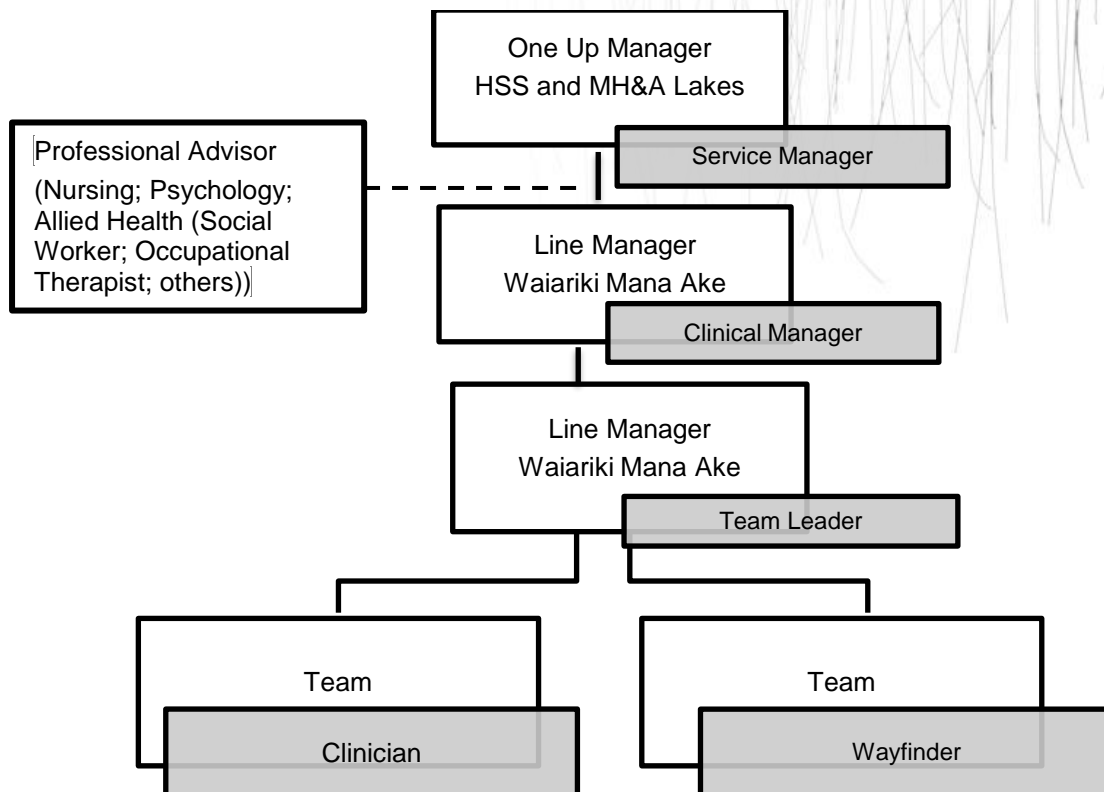




POSITION DESCRIPTION

Position:	Waiariki Mana Ake Team Leader	
Responsible To:	Clinical Manager, Waiariki Mana Ake Service Manager, Mental Health & Addiction Services	
Direct Reports:	N/A	
Location:	Waiariki	
Functional Relationships:	Internal: Programme Lead Project Team Clinical Services Hospital and Specialist Services Learning Support Co-ordinators Kahui Hauora Lead / Clinician CAMHS Professional Advisors Te Whatu Ora Lakes and Hauora a Toi Bay of Plenty	External: Primary Health Intersectoral agencies Ministry of Education Principals Kaupapa Māori Kura School / Kura Learning Support Team Non-Government Organisations Iwii
Financial Delegations:	N/A	
Date:	September 2023	



Primary purpose(s) of the position

This role will be responsible for leading a team of registered and non-registered workforce to deliver early interventional health and wellbeing services within Primary and Intermediate schools.

The Mana Ake service is led by Health in collaboration with Education. The service provides support at a community level as this is where initial discovery of a well-being need is often identified. By targeting services where initial discovery occurs, the aim is to action a true early interventional approach.

The Team Leader is responsible for the day to day management of staff and resources within Waiariki Mana Ake. The key responsibilities are to provide professional leadership and support, create an environment in which clinical skills and high standards of care are developed and maintained to provide quality, person centred, care for tamariki and their families/whānau.

This role also includes the delivery of evidence informed individual, group and whole of class wellbeing programmes / interventions for tamariki as well as broader wellbeing cluster support to kura and schools.

The position also incorporates responsibility for the provision of clinical governance and safety, supported by the Waiariki Mana Ake Clinical Manager.

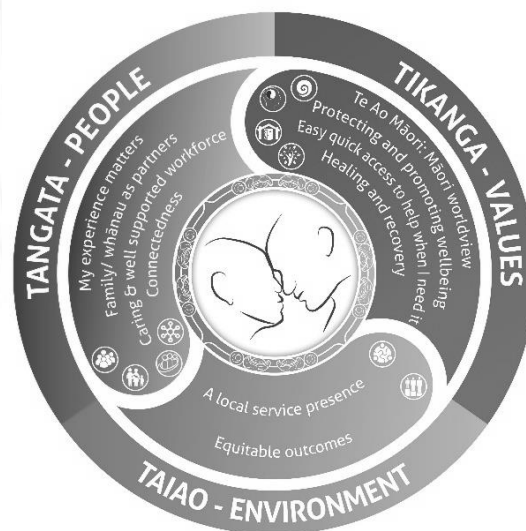
The role requires partnership and close collaboration with the ICAMHS (Infant, Child and Adolescent Mental Health Service), Primary Mental Health Services and Child Development Services to ensure a collegial and inter-professional service environment, focussed on ensuring safety and a whānau centric continuum of care approach.

The Team Leader supports the Te Ara Tauwhirotaanga - "Pathways that lead us to act with kindness" Model of Care to provide the optimal environment and service to effect client's wellness and recovery.

Te Ara Tauwhirotaanga- *Pathways that lead us to act with kindness*

Model of Care for Mental Health and Addictions for Te Whatu Ora Lakes area

- **Tangata – People**
 - My experience matters
 - Family/Whanau as partners
 - Caring and well supported workforce
 - Connectedness
- **Tikanga –Values**
 - Te Ao Maori: Maori worldview
 - Protecting and promoting wellbeing
 - Easy quick access to help when I need it
 - Healing and recovery
- **Taiao – Environment**
 - A local service presence
 - Equitable outcomes



Key Objectives	Description	Expected Outcomes
Clinical Practice	Provides safe and effective clinical practice, using professional knowledge and skills. Tamariki with mild to moderate wellbeing needs receive evidence-based guidance and support, delivered in a timely manner.	<ul style="list-style-type: none"> • Ensure that clinical care pathways, governance and safety are reviewed regularly. • Maintains requirements of an annual practicing certificate. • Comply with any specific conditions on practice • Knowledge of relevant legislation including Mental Health (Compulsory Assessment and Treatment) Act 1992, Privacy Act 1993, Health and Disability Act 2000, Health Practitioners Competency Assurance Act 2003 , the Social Workers Registration Act 2019 and other governing legislation relevant to the role. • Practices within Te Whatu Ora policies, protocols and Clinical Practice Standards. • Meets the competencies of a Senior Clinician in designated role. • Demonstrate inter-professional wellbeing care and quality improvement practice. • Expectations delivered according to the Position Description. • Conduct assessment, formulation, and risk management planning and takes appropriate actions in crisis situations or emergency situations or when unexpected responses or other situations occur that may compromise learner/whānau or another’s safety. • Conduct accurate and comprehensive assessment and formulation of clients in a variety of settings using suitable assessment tools underpinned by evidenced based knowledge.
Te Ara Tauwhirotaanga Model of Care	Follows the principles of the model of care “Te Ara Tauwhirotaanga – Pathways that lead us to act with kindness.”	<ul style="list-style-type: none"> • Utilises Te Ara Tauwhirotaanga – “Pathways that lead us to act with kindness” model of care to engage with tamariki, whānau and multidisciplinary teams. • Provides specialist clinical care following the principles of the model of care Te Ara Tauwhirotaanga – Pathways that lead us to act with kindness. • Incorporates and follows the principles of the model of care Te Ara Tauwhirotaanga – Pathways that lead us to act with kindness into day to day business activities.
Leadership	Provides clear leadership, direction and vision to ensure a safe, supportive and efficient environment exists within Waiariki Mana Ake services under the delegation of the Clinical Manager.	<ul style="list-style-type: none"> • Encourages team members to accept accountability for their own scope of practice whilst working with a team that is accountable for all client care. • Ensures care is provided in accordance with standards documented by Te Whatu Ora. • Manages actual/potential situations of conflict and escalates to Clinical Manager as required • Promotes open and effective team work. • Contributes to performance appraisals of team members in collaboration with Clinical Manager. • May take on other leadership responsibilities delegated by the Clinical Manager.

Key Objectives	Description	Expected Outcomes
Management of Care	Responsible for the co-ordination of the delivery of safe, quality care within Waiariki Mana Ake to meet the needs of tamariki and their families/whānau under the delegation of the Clinical Manager.	<ul style="list-style-type: none"> The principles and practice of culturally appropriate partnerships with service users and their families/whānau are incorporated in all facets of the treatment pathway and support and participation from Iwi/hapu, pasifika and other relevant services is expected. Conduct assessment, formulation, and risk management planning and take appropriate actions in crisis situations or emergency situations or when unexpected responses or other situations occur that may compromise learner/whānau or another's safety. Provide support and guidance to team and cross-sectorial members seeking advice to establish an appropriate pathway of support for the tamariki. Evaluate progress and outcomes against treatment goals and reflect with direct team and members of the multidisciplinary team the effectiveness of the treatment. Actively use strategies to enhance Recovery Principles and to challenge stigma and discrimination.
Professional Responsibility	Accepts responsibility for own professional development to maintain and develop current clinical and management knowledge base	<ul style="list-style-type: none"> Accept responsibility for ensuring that decisions, practice and conduct meets the standards of the professional, ethical and legal standards in accordance with relevant legislation, codes, and policies and upholds client rights derived from that legislation. Ensures that relevant cultural, spiritual and family relational requirements for tamariki and whānau within the context of their wider community is taken into consideration during clinical discussions and treatments in a manner that the whānau determines as culturally safe. Proactive and responsible in maintaining health and safety and protection for whānau, staff and public within legal and ethical frameworks. Evaluates the effectiveness of own care through participation in clinical supervision and seeking of assistance and knowledge as necessary Takes responsibility for keeping up to date with contemporary developments, maintaining own professional development and mandatory organisational training requirements. Contributes to the support, direction and teaching of colleagues and cross sectorial members to enhance professional development and increase knowledge of mental health. Participates in clinical supervision.
Consultation & Support	Clinical Team Lead acts as a resource for Kahui Hauora colleagues as required	<ul style="list-style-type: none"> Attend meetings with Kahui Hauora and Te Whatu Ora Stakeholders as required. Ensures that work skills, knowledge and professional perspectives are made available to assist Kahui Hauora in a positive, proactive and professional manner.

Key Objectives	Description	Expected Outcomes
Service Development	Facilitates the development and ongoing implementation of continuous improvement within Waiariki Mana Ake under the delegation of the Clinical Manager.	<ul style="list-style-type: none"> Support ongoing evaluation activities and help to identify trends which inform future service development. Supports and encourages team and key stakeholders to foster innovation and creativity. Identifies area of unmet needs or gaps in service delivery, and communicates these to the Clinical Manager. Participates in clinical case reviews and actions recommendations as required. Participates in the response to complaints, action taken and recommendations made as necessary.
Relationship management	<p>Relationships are developed and supported effectively and in a professional and timely manner.</p> <p>Role models positive relationships that lead to enhanced service delivery.</p>	<ul style="list-style-type: none"> Work in partnership with Iwi, Hapū and Whānau. Dedicated to meeting the expectations and requirements of internal and external stakeholders; act with stakeholders in mind; establish and maintain effective relationships with stakeholders and gain their trust and respect. Ensure effective communication/consultation processes with consumers, providers and other health organisations in accordance with the New Zealand Public Health and Disability Act 2000 and Te Whatu Ora and Pae Ora legislation requirements. Demonstrate positive engagement and listening skills in therapeutic interpersonal relationships with tamariki, whānau, and cross sectorial partners. Interpersonal relationships reflect the core values of compassion, positive attitude, responsiveness and excellence.
Teamwork	Attitude and work ethic promotes effective teamwork within the project team and with all other internal divisions and external providers and organisations.	<ul style="list-style-type: none"> Blends effectively into teams when needed; contributes strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team. Works in a constructive way to build a “one entity” organisation. This includes having a flexible and team approach to the total organisation in the achievement of outcomes. Incidents and accidents are documented. May be required to assist with investigation, and taking action to address identified issues. Supports the team to maintain accurate data recording in order to meet reporting requirements.



Capabilities	Capability Definition	Achievement Indicators
<p>Communication and Personal Interaction</p> <p>Te Ringa Hora</p> <p><i>the open hand (denoting someone who is sociable)</i></p>	<p>Communicates relevant information in a timely manner to those who need to know at a level that is understood.</p> <p>Fosters a team environment and encourages collaboration between team and departments within Lakes.</p> <p>Connects with people to build trust and confidence.</p>	<ul style="list-style-type: none"> Transfers information effectively verbally and writes clearly, coherently and succinctly. Shares well thought out, concise and timely information with others using appropriate mediums. Builds team spirit, facilitates resolution of conflict, promotes/protects team reputation, shows commitment to contributing to the teams' success. Maintains and promotes high standards of social, ethical and organisational norms. Articulates differing perspectives on an issue and can see the merit of alternative points of view. Provides staff who have concerns about another team process, a different point of view to consider Connects with others, listens, reads people and situations and communicates tactfully. Gets to know their team members and treats them with respect, valuing their individuality and contributions.
<p>Strategy & Performance</p> <p>Te Ringa Raupā</p> <p><i>the roughened hand (symbolising a hard worker)</i></p>	<p>Delegates appropriately within team utilising individual skills to achieve results.</p> <p>Understands the unit requirements and the implications of the units achievements on the overall service delivery.</p>	<ul style="list-style-type: none"> Understands individuals' strengths and weaknesses to utilise or increase skills for those individuals. Ensures decision making complies with organisational strategies. Ensures decision making complies with organisational strategies. Recognises decisions made within the unit affect overall results of the service and Te Whatu Ora Lakes. Works with the Service Manager to maximise unit efficiency.
<p>Development and Change</p> <p>Te Ringa Ahuahu</p> <p><i>the hand that shapes or fashions something (refers to someone who is innovative)</i></p>	<p>Works to include staff in change minimising barriers to implementation.</p> <p>Articulates decisions and reasoning behind change enable buy-in to results.</p>	<ul style="list-style-type: none"> Continually strives for new and improved work processes that will result in greater effectiveness and efficiencies. Openly broaches concern from the outset asking for ideas and input. Gives examples of what might help to resolve the issue/concern. Seeks opportunities to improve performance and seeks feedback to measure and improve. Encourages participation in possible solution process. Gives careful consideration of ideas and offers alterations to suggestions where necessary. Informs response to the team including trends, data, process and benefits. Allows feedback to decision to enable change process to be actioned where appropriate.

Capabilities	Capability Definition	Achievement Indicators
Personal Accountability, Integrity and Trust Te Ringa Tōmau <i>the hand that is trustworthy</i>	Manages own and encourages others to foster work/life balance. Actively manages own career aspirations and development.	<ul style="list-style-type: none"> Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain; works autonomously but also a team player. Ensures regular breaks are taken and own annual leave accruals are used within the 12 months following accrual. Is constantly striving to acquire and maintain knowledge, skills and/or experience. Has own career development plan and succession planning. Seeks out development opportunities to expand knowledge and capability. Engages in projects and activities readily which are above and beyond scope of current role when requested to.
Culture and Values Te Ringa Taurima <i>the hand that nurtures, encourages, supports</i>	Makes decisions based on facts and without personal bias. Engages with mentors and supervisors for personal skill development. Plans, prioritises and organises work to deliver on short and long term goals. Encourages and promotes Lakes values and expectations.	<ul style="list-style-type: none"> Is proactive and effective when problem solving is required. Critically examines repeatable risk factors. Is constantly striving to acquire and maintain knowledge, skills and/or experience. Demonstrates a commitment to and takes responsibility for going professional development. Purposeful about where time is invested. Delivers relevant results within expected timeframes. Role models expected behaviours and practices. Uses appropriate empathy to gain organisational objectives. Is solution focused.
Compulsory Requirements	Description	Expected Outcomes
Māori Health	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services. Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori. Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care. Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes. A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.
Te Iti Kahurangi	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> Works within the Te Iti Kahurangi framework and supporting guide document.

Capabilities	Capability Definition	Achievement Indicators
Record Keeping		<ul style="list-style-type: none"> Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records. Ensures documentation is current, accurate, timely and maintains confidentiality within legal, organisational and ethical requirements. Demonstrates computer skills necessary to organise data for essential care delivery and to report on data as required. Maintains accurate data recording and meets reporting requirements.
Quality & Risk	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> Employees are supported to lead by example and implement a culture of continuous quality improvement. Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed. Māori patients are provided patient-centred care to achieve positive Māori health outcomes. Needs of Māori are reviewed and reported in the further development of practice, process and or policy. Evidence-based methodologies are used to support improvements, e.g. kaupapa Māori methodology. Quality care is provided to certification standards.
Health & Safety	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements. Healthy lifestyles are actively promoted and participated in, within the work area. Employees participate in Health and Safety within areas of work. Health and Safety activities are appropriately documented within specified timeframes. Health and Safety policies have been read and understood and are applied in the workplace. Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately. Any opportunities for improving Health and Safety are reported and acted upon in a timely manner. All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.

Signatures:

Line Manager:
(position description approved): _____

Employee:
(acceptance of position description): _____

(Please also initial all other pages to show acceptance of position description.)

Person Specification	Essential:	Desirable:
Education and Qualifications:	<ul style="list-style-type: none"> • Clinical Qualification(s) with current practicing certification in Psychology, Counselling, Social Work, Nursing, Occupational Therapy or related fields 	<ul style="list-style-type: none"> • Training in counselling and facilitation skills in individual, group and whānau situations
Experience:	<ul style="list-style-type: none"> • Clinical practice in a Health setting. • Recent experience working within health and social service collaborative initiatives • Has established relationships with local agencies in the Waiariki region • Demonstrated experience in working with Iwi • Commitment and ability to work bi-culturally • Demonstrated commitment to empowering people to achieve their best possible wellbeing • Experience in community engagement and the ability to communicate and work effectively with people at all levels • Relevant leadership experience, relationship skills and the ability to work effectively in a team 	<ul style="list-style-type: none"> • Clinical practice in a Mental Health setting • Experience in setting up new processes and systems
Knowledge:	<ul style="list-style-type: none"> • Understanding of Te Tiriti O Waitangi in the provision of Health Care services and support to Māori. • Understanding of Te Tiriti O Waitangi in practice, process, policy development and decision making. • Solid understanding of crown obligations of Te Tiriti • Te Whatu Ora Lakes is a Reorua organisation knowledge and understanding of Te Reo/ Correct pronunciation • Understanding of trauma informed care 	<ul style="list-style-type: none"> ▪ Te Whatu Ora Lakes Quality Framework (must become conversant with this once employed)
Skills:	<ul style="list-style-type: none"> • Excellent oral and written communication skills. • Fluency in Te Reo Māori • Effective time management skills • Assessment and formulation skills • Ability to use research to support best practice • Ability to think analytically • Ability to plan and achieve outcomes • Analytical and report writing skills • Relationship management skills • Ability to work autonomously • Ability to prioritise and problem solve • Non-judgmental in the approach to groups and individuals • Ability to work as part of a team • Conflict resolution skills • Open to different ways of working (i.e. creative & flexible) • Ability to think outside the square, evaluate situations, identify problems, opportunities and solutions. 	

Personal Attributes:

- Cultural sensitivity and safety
 - Able to react appropriately to the unpredictable nature of the work and the workplace
 - Leadership abilities
 - Advanced problem solving abilities
 - Open and approachable with the ability to build rapport
 - Able to prioritise tasks to meet deadlines
 - Professional demeanour
 - Ability to work independently (self-directed)
 - Excellent interpersonal skills
 - Integrity
 - Good time management and organisational ability
 - Ability to work under pressure
 - Outcome and quality focused
 - Collaborative work style
 - Adaptability and ability to pivot within a rapidly changing environment
 - Sense of humour
- Non-smoker/vaper preferred

Other

- Full driver's license
 - Covid-19 Vaccinated
-

ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

STRATEGIC MISSION

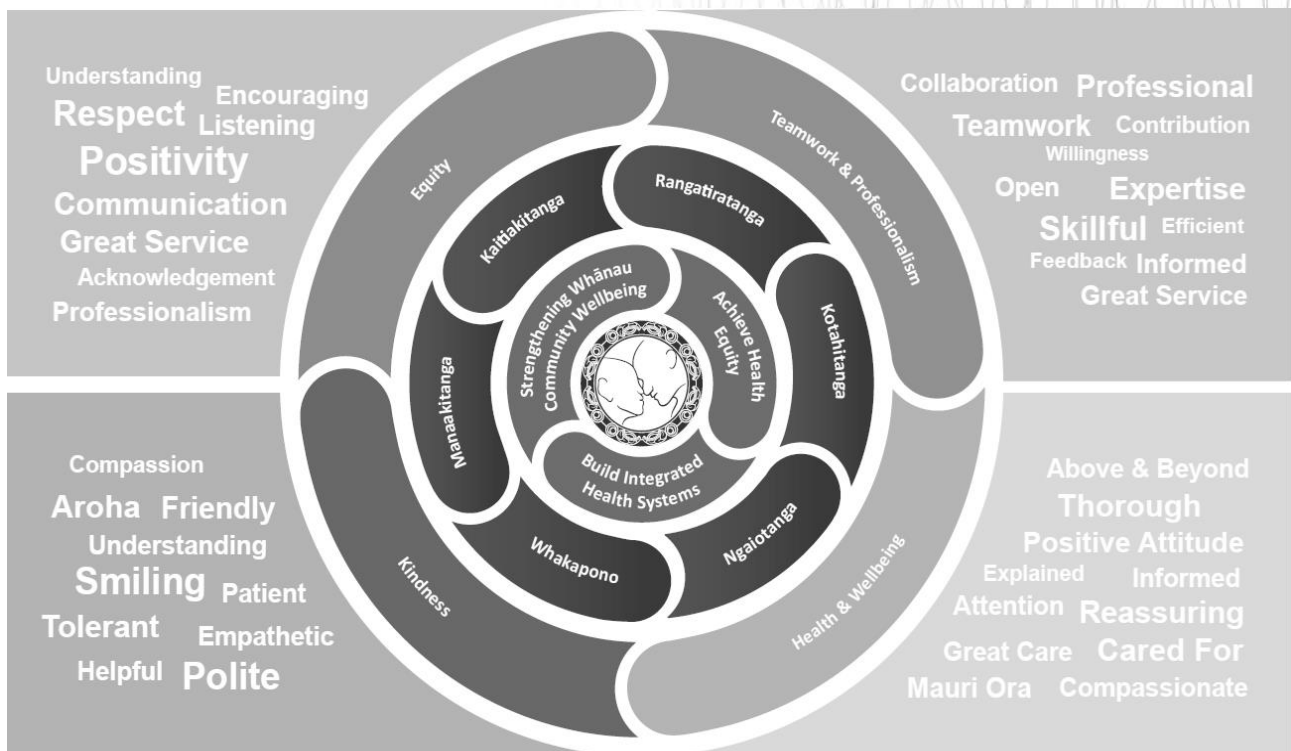


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whānau & community wellbeing

THREE CORE VALUES

Manaakitanga	respect and acknowledgment of each other's intrinsic value and contribution
Integrity	truthfully and consistently acting collectively for the common good
Accountability	collective and individual ownership for clinical and financial outcomes and sustainability

TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



TE TIRITI O WAITANGI

Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

ORGANISATION STRUCTURE

Te Whatu Ora Health New Zealand Lakes

